

# MiScorecard Performance Summary

Agency: Liquor Control Commission

Chairman Andy Deloney

Period: April 2012

**SCORECARD**

**Legend:**

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Liquor Control Commission</b>							
Application Processing	Green	↑	95%	99.5%	99.1%	Monthly	Percentage of applications completed by Licensing and Enforcement staff within 90 days of receipt.
Application Processing	Green	↑	90%	98.1%	97.4%	Monthly	Percentage of applications completed by Licensing and Enforcement staff within 60 days of receipt.
License Issuance Transactions	Yellow	↑	95%	75.8%	73.0%	Monthly	Percentage of licenses issued within five days from the date the application is administratively complete.
Licensing Correspondance Volume		↑	N/A	6,251	4,242	Monthly	The monthly quantity of calls received and mail processed by the MLCC's Licensing Division.
Age Verification Compliance	Green	↓	85%	83.0%	86.2%	Monthly	Percentage of Licensees who passed a controlled buy operation.
Violation Adjudications	Yellow	↓	80%	61.1%	77.2%	Monthly	Percentage of cases finalized\scheduled for hearing within 90 days of receipt of the violation report.